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FIG. 1

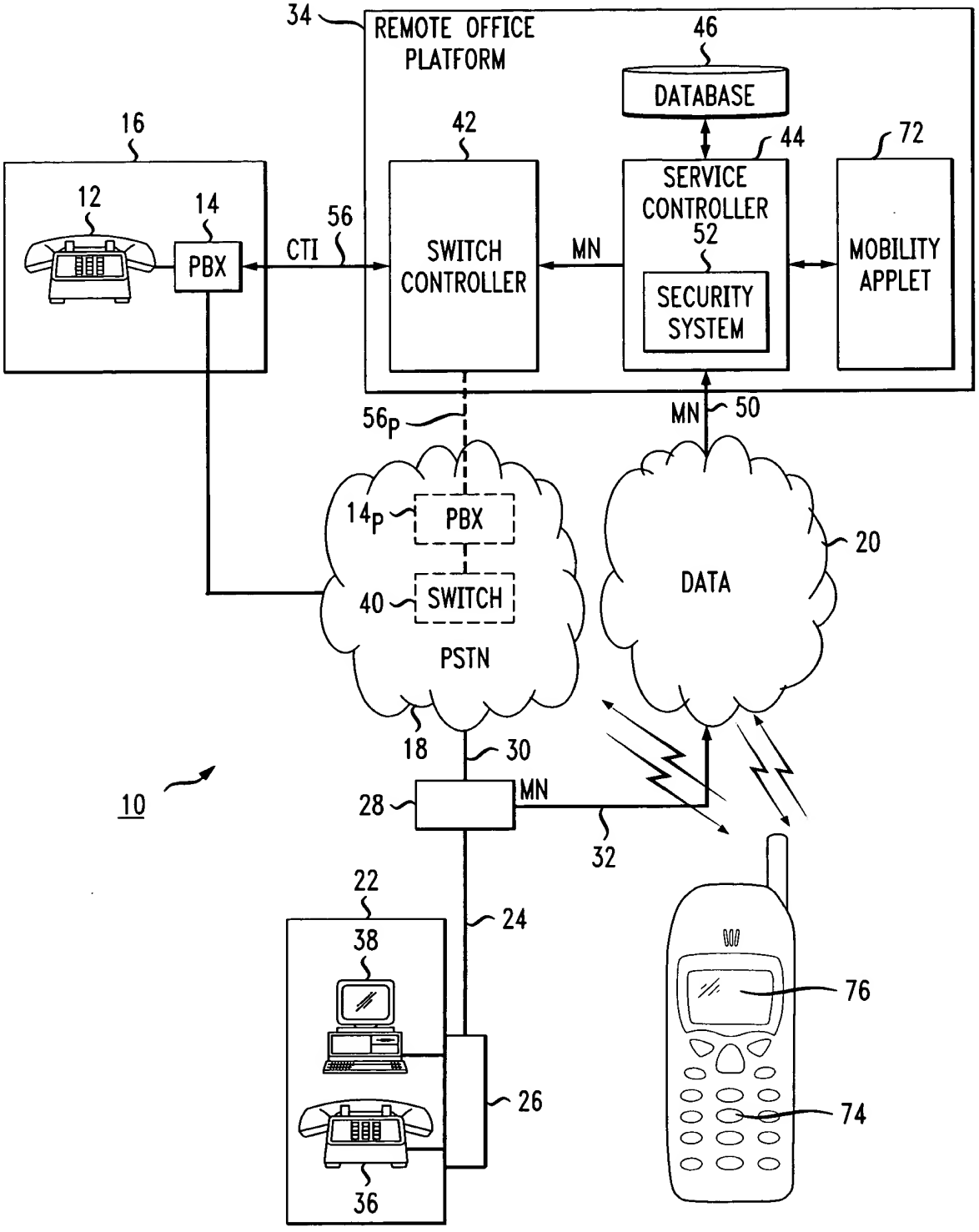

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FIG. 2

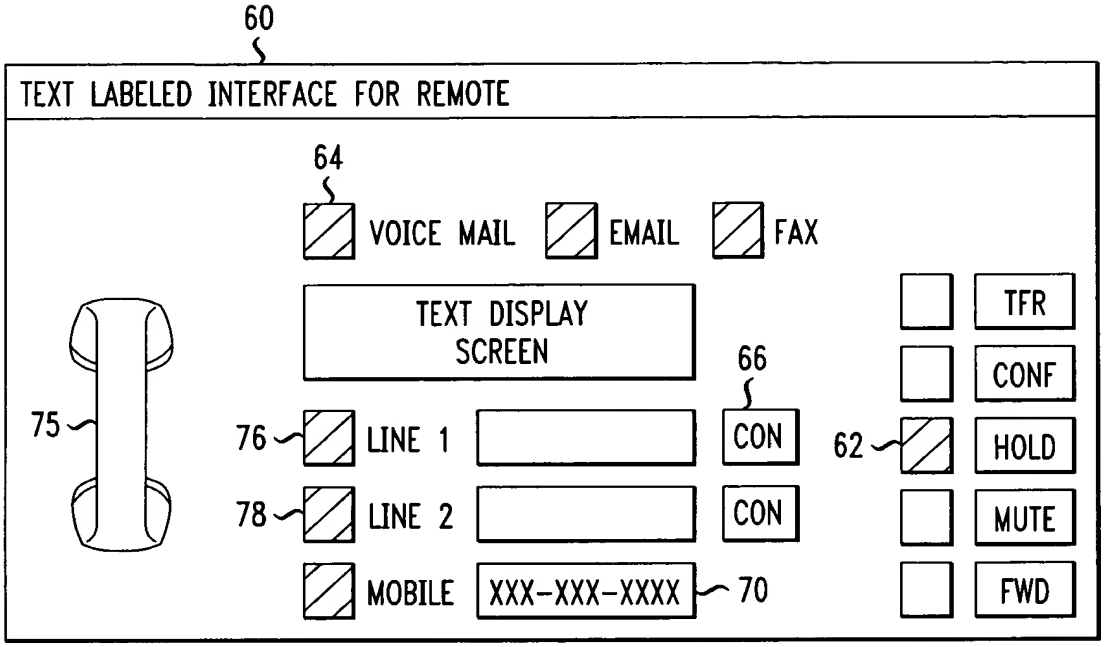

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FIG. 3

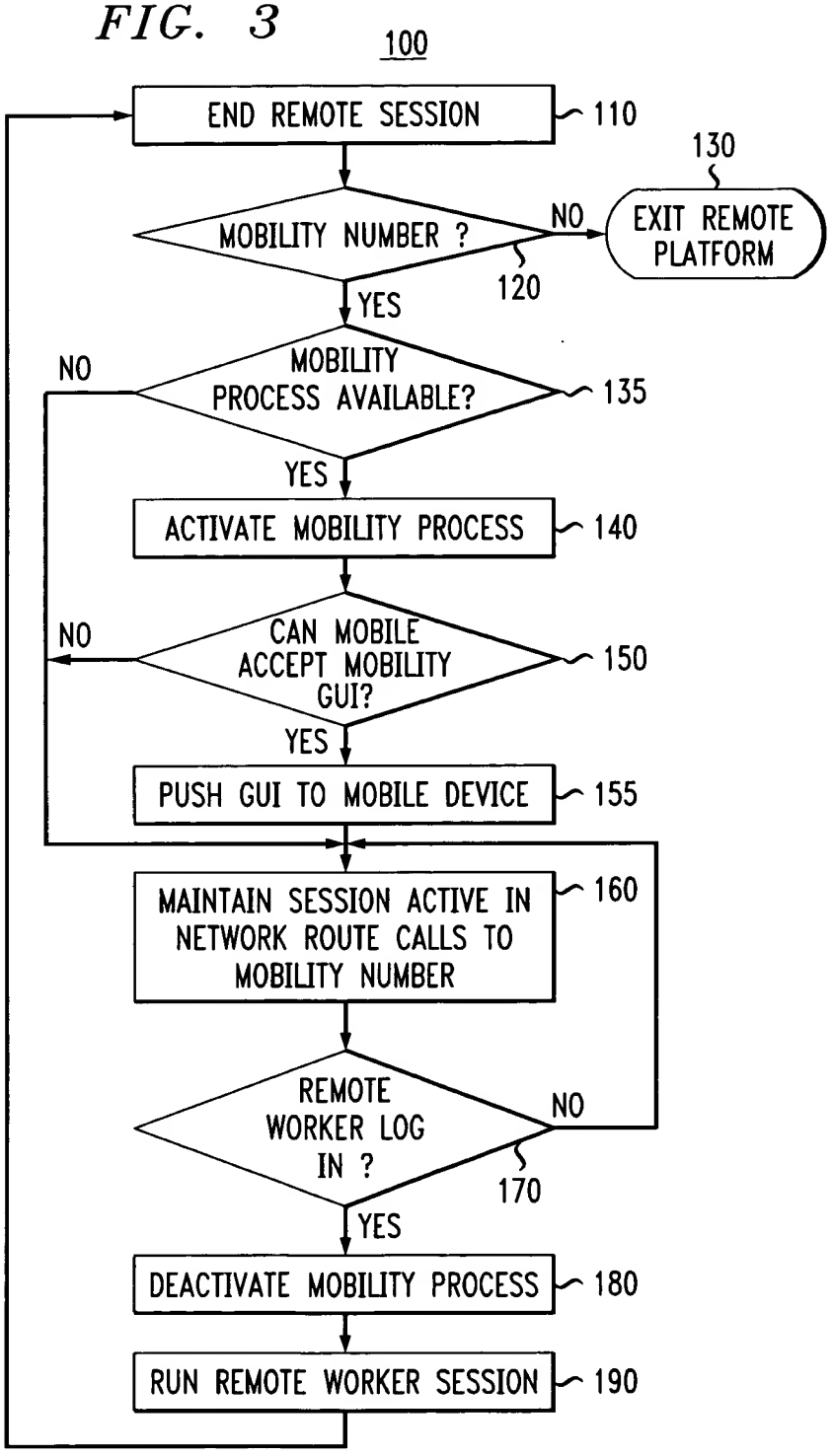

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FIG. 4

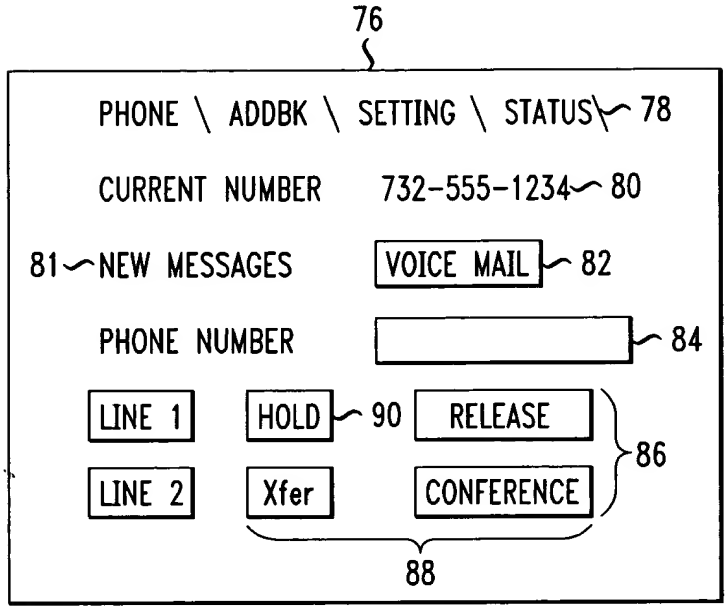

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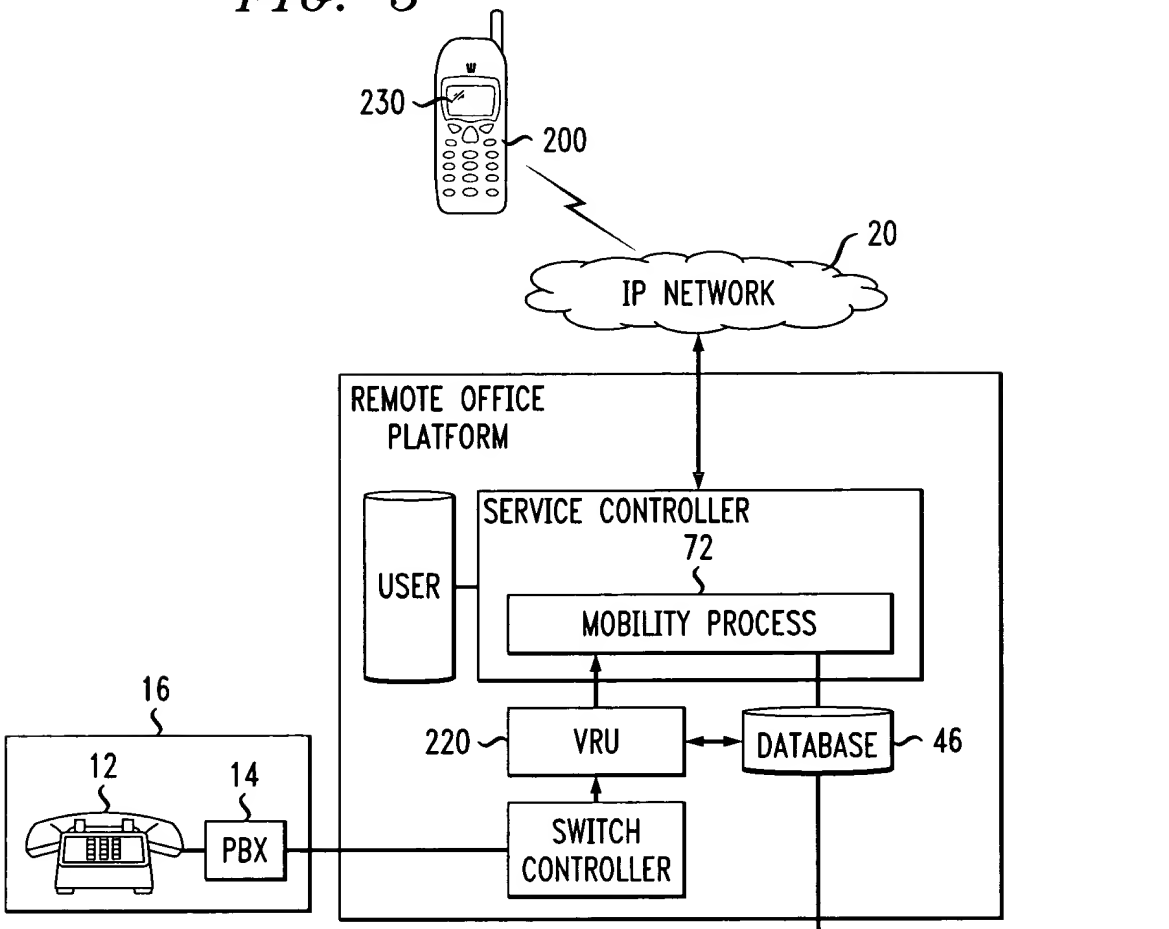
FIG. 5



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RECEIVED FROM MOBILE DEVICE		COMMAND
VOICE	DTMF	
"HOLD"	# 1	HOLD CALL
"TRANSFER TO EXTENSION 1234"	#21234	TRANSFER CALL